

PART B - FEE(S) TRANSMITTAL

DEC 29 2006

Complete and send this form, together with applicable fee(s), to: **Mail Stop ISSUE FEE**
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450
or Fax (571) 273-2835

OFFICE OF PETITIONS

INSTRUCTIONS: This form should be used for transmitting the **ISSUE FEE** and **PUBLICATION FEE** (if required). Blocks 1 through 3 should be completed where appropriate. All further correspondence including the Patent, advance order and residence of assignee and will be mailed to the current correspondence address indicated unless corrected below or directed otherwise in Block 1, by (a) specifying a new correspondence address and/or (b) indicating a request "THIS ADDRESS" for maintenance fee collection.

CURRENT CORRESPONDENCE ADDRESS (from the Block 1 for any change of address)

20940 7504 10/02/2006
HAVERSTOCK & OWENS LLP
162 NORTH WOLFE ROAD
SUNNYVALE, CA 94086

Note: A certificate of mailing can only be used by domestic mailings of the Patent Transmittal. This certificate cannot be used for any other correspondence papers. Such additional papers, such as an assignment or demand drawing, must have its own certificate of mailing or transmittal.
 Certificate of Mailing of Transmittal
 Mailing date: 12/29/2006
 Mailing by: Haverstock & Owens LLP
 Mailing to: Patent & Trademark Office
 Mailing address: P.O. Box 1450, Alexandria, VA 22313-1450
 Mailing issue fee return: 01/30/2007
 Mailing publication fee return: 01/30/2007
 USPTO (571) 273-2835, on the date indicated above.

Scott Matthews
 December 8, 2006

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/774,944	01/30/2001	Jerlin Broughton	47824-PIBUE-16312123	5527

TITLE OF INVENTION: DIGITAL MULTIMEDIA CONTACT CENTER WITH TIER ESCALATION AND DEESCALATION IN RESPONSE TO CHANGED CRITERIA

APPL. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1400	\$340	\$0	\$1700	01/30/2007
EXAMINER	ART UNIT	CLASS/JULCLASS				
WINDER, PATRICK L	2145	769-217000				

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

☒ Change of correspondence address (or Change of Correspondence Address) form PTO/SB/122 attached.

☐ "Fee Address" indicated (or "Fee Address" Indicated) form PTO/SB/47, Rev 03-02 or some recent) attached. Use of a Customer Number is required.

2. For printing on the patent front page, list

(1) the name of up to 3 registered patent assignors or agents OR, alternatively,

(2) the name of a single firm (having as a member a registered attorney or agent) and the name of up to 3 registered patent attorneys or agents. If no name is listed, no name will be printed.

1. Fulbright & Jaworski LLP

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type):

PLEASE NOTE: Unless an assignee is identified below, an assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

Intervoice, Inc.

(B) RESIDENCE (CITY and STATE OR COUNTRY)

Dallas, TX

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☒ Corporation or other private group entity ☐ Government

4a. The following fee(s) are submitted:

- ☒ Issue Fee
☒ Publication Fee (No small entity discount permitted)
☐ Advance Order - 0 of Copies

4b. Payment of Fee(s): (Please print and supply any previously paid fees (in above block))

- ☒ A check is enclosed.
☐ Payment by credit card. Form PTO-2000 is attached.
☒ The Director is hereby authorized to charge the required fee(s), any deficiency, or credit only overpayment, to Deposit Account Number 88-2380 (attach an extra copy of this form).

5. Change in Entity Status (from status indicated above)

- ☐ a. Applicant claims **SMALL ENTITY** status. See 37 CFR 1.27. ☐ b. Applicant is no longer claiming **SMALL ENTITY** status. See 37 CFR 1.27(d)(2).

NOTE: The Issue Fee and Publication Fee (if required) will not be accepted from anyone other than the applicant, a registered attorney or agent, or the assignee or other party in interest as shown by the records of the United States Patent and Trademark Office.

Authorized Signature

R. V. V.

Date December 8, 2006

Typed or printed name

R. Ross Vigot

Registration No. 42,203

This collection of information is required by 37 CFR 1.311. The information is required to obtain or retain a benefit by the public which is provided by the USPTO to persons on application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is required to be made to ensure that the information is accurate and submitted to the USPTO. This will vary depending upon the individual case. Any comments on the content of this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, Virginia 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Under the Paperwork Reduction Act of 1995, no person is required to respond to a collection of information unless it displays a valid OMB control number.